



Appendix #1

8104 Woodland Dr  
Indianapolis, IN 46278  
C: 317.339.0134  
F: 317.876.3738  
E: jeff.buis@shredit.com  
www.shredit.com

August 30<sup>th</sup>, 2013

Donnie Lawson - Commissioner Dist 2, Karen Lasley – Administrative Asst.  
Boone County  
116 West Washington Street Rm 103  
Lebanon, IN 46052

Dear Donnie and Karen,

I'm pleased to provide the attached proposal for Shred-it's Secure Document Destruction services. Thank you for the opportunity.

While cost is certainly an important consideration in an analysis like this, there are many additional reasons why Shred-it has been the choice of dozens of shredding companies in the Indianapolis area. These include:

Shred-it defined the on-site shredding business in 1988, and is the largest on-site shredding company in North America *by far*. Why is this important? Because confidential document destruction is just too important a function for your organization to entrust it to anyone but the recognized leader in the industry.

The Shred-it culture can be defined in one word: Professionalism. Uniformed Customer Service Representatives, local offices staffed during business hours, schedules that are adhered to – these things exemplify our commitment to being the best. And how are we doing? In recent independently commissioned surveys we achieved a customer satisfaction rating of 98.7%

We're serious about protecting you and your confidential information:

- Our Customer Service Representatives are fully background checked and insured
- We carry over \$5 million in business liability insurance on all aspects of our performance
- Our vehicle and workers' comp policies far exceed State requirements
- We have rigorous process driven service methods that are internally audited regularly

We doubt that you'll find any other company that can deliver more peace of mind!

In summary, we believe that if Boone County is looking for the highest level of security and greatest peace of mind, we believe that Shred-it is the only choice, *period!*

Sincerely,

Jeff Buis  
Account Manager



8104 Woodland Dr  
Indianapolis, IN 46278  
C: 317.339.0134  
F: 317.876.3738  
E: [jeff.buis@shredit.com](mailto:jeff.buis@shredit.com)  
[www.shredit.com](http://www.shredit.com)

### Proposal

August 30<sup>th</sup>, 2013

Donnie Lawson - Commissioner Dist 2, Karen Lasley – Administrative Asst.  
Boone County  
116 West Washington Street Rm 103  
Lebanon, IN 46052

#### Description:

Provision of (1-5) security consoles + 4-Bag Bin  
Automatically scheduled service at a recommended service frequency of (every 4 weeks)  
Collection of material from (1-5 security consoles + 4 Bag Bin)  
On-site destruction of all materials  
Certificate of Destruction issued upon completion of the shred  
All shredded material will be recycled

#### Pricing:

For Automatic service:

Estimate for collection and shredding: (\$135.00 every 4 weeks)  
Cost of security consoles: (No Charge)  
Payment terms: Net 30

For a One Time Service (purge) or extra material on an Automatic service:

1.2 cu ft boxes (copy paper size): (\$8 per box)  
2.4 cu ft boxes (file drawer size): (\$10 per box)

To begin service or for additional information, please contact me directly. Thank you!

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Jeff Buis  
Account Manager

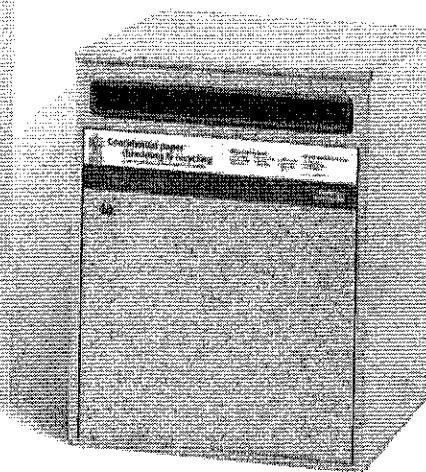
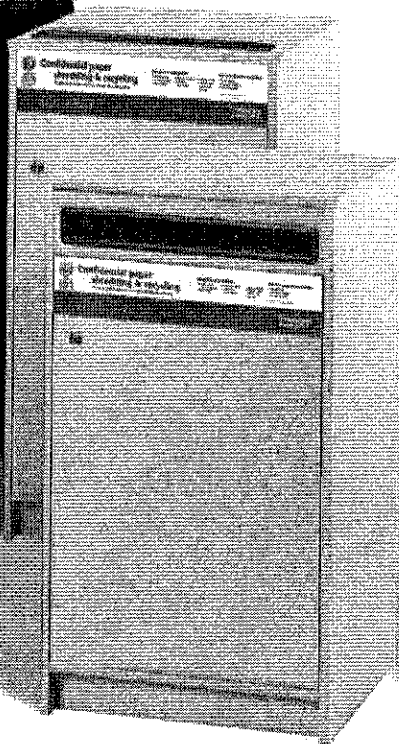


# Confidential DOCUMENT destruction and recycling.



## Shred-it™ Consoles

Sensitive documents demand top security treatment. With Shred-it security consoles, your discarded confidential documents remain safe from any possible security breach.



### Regular Console (Top or Front Load)

20-1/4" wide x 19-5/8" deep x 36" high  
(51.44cm x 49.85cm x 91.44cm)

### Mini Console (Front Load)

20-1/4" wide x 19-5/8" deep x 26" high  
(51.44cm x 49.85cm x 66.04cm)

SH11NA6.3

[www.shredit.com](http://www.shredit.com)

| [info@shredit.com](mailto:info@shredit.com)

| 1 800 69-SHred

**DOCUMENT destruction.**  
**Done right. On site®.**

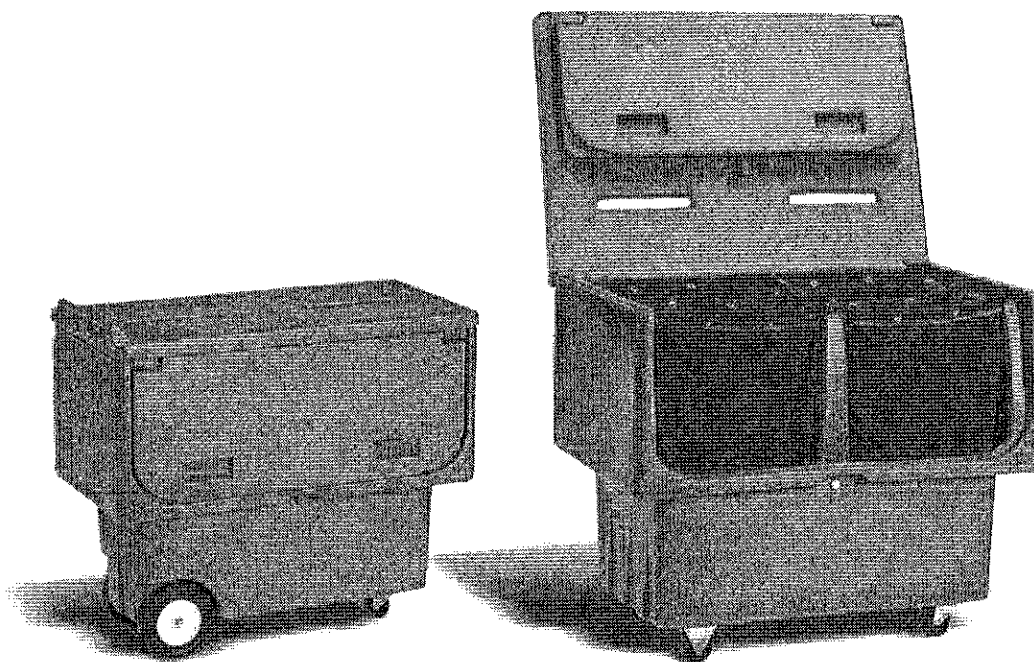




# Confidential DOCUMENT destruction and recycling.

## Shred-it™ Bins

Sensitive documents demand top security treatment. In high volume locations, Shred-it security bins ensure that your discarded confidential documents remain safe from any possible security breach.



### 2-Bag Bin

20" wide x 40" long x 36" high  
(including handle)  
(50.8cm x 101.6cm x 91.44cm)

### 4-Bag Bin

27.5" wide x 40" long x 35" high  
(69.85cm x 101.6cm x 88.9cm)

SH11NA6.3 ® Registered trade-mark of Shred-it Canada Corporation, Inc., used under licence.

[www.shredit.com](http://www.shredit.com) | [info@shredit.com](mailto:info@shredit.com) | 1 800 69-Shred

**DOCUMENT destruction.**  
**Done right. On site®.**





Appendix #2

## **Espy Services Your Trusted Partner**

Espy Services has a proven track record in working with Counties, Cities, Towns, Multi-national Corporations, Businesses, Healthcare Facilities, and Schools across North America.

### **Espy Services provides:**

- **A Contingency Based Telecom Audit**
- **Completed Error Correction and Refund Recovery**
- **100% Transparency**

Telecom billing errors occur regularly within any organizations monthly telecom billings; unfortunately the charges associated with errors are seldom if ever reviewed or audited.

We regularly find errors that include duplicate billings, incorrect charges, non-implemented discounts, improperly implemented contracts, etc.

How much money will Espy find for you?



Errors continue to occur because the vendor (i.e. AT&T, Verizon, Century Link etc.) puts the responsibility of error identification on the client, and clients seldom have the ability or the time resources to order all customer service records and then read through all records to analyze each charge for accuracy. Industry averages now show that nearly 90% of all telecom billings contain some level of error.

Espy Services has built our business on our ability to find the telecom billing errors, work with vendors to implement the error corrections and then negotiate the refunding of the past overcharges. Espy Services works to remove any overcharging errors so that our clients are not being charged the waste and excess of incorrect billings. We manage this so that you and your team can manage the important daily duties which require your full attention.

## What Espy Will Do for You

### **1) Telecom Cost Review Auditing**

- a) Espy orders all Customer Service Records, Contracts, Traffic Studies and pertinent information regarding a client's telecommunications and wireless billings directly from the provider (***so you will not have to make copies of bills***)

### **2) Documentation and Reporting**

- a) Espy will correct any telecom billing errors as soon as they are found
- b) Espy will provide weekly or bi-weekly reports regarding findings of errors or overcharges
- c) The reporting will note the cause of the error overcharge, monthly and annual amount cost associated with the error overcharge as well as the potential recovery and/or monthly and annual savings based on the error correction
- d) Espy will provide recommendations regarding potential savings opportunities (outside of error corrections) including rate change advisements, negotiated service cost changes, etc



### **3) Telecom Auditing Work**

- a) Espy Services will perform all work in our Bedford office
- b) No Auditing or Review work will be done in your offices

### **4) Requirements to begin Telecom Cost Review Audit**

- a) Only the First page from a recent local, long distance, internet and cable monthly bill
- b) The summary page from your wireless account(s)
- c) Organization's Letterhead
- d) Signed Espy Agreement

### **5) Non-Intrusive**

Espy's work will not prevent or disrupt your day-to-day telecom activities. Espy only finds and corrects telecom errors, negotiates the refunding of past overcharged funds, and provides recommendations on ways to reduce your telecom costs without changing services or providers.

### **6) Telecommunication Inventory Management System (TIMS)**

Espy Services will provide you a complete inventory of all systems, services, costs, addresses associated, and complete vendor information to allow easy access to the complete detail of your telecom profile

## Cost Savings and Length of Agreement

- a) **No Risk** - Espy Services does not charge any type of retainer fee, nor does it charge any type of hourly or customer service review fee.
- b) **No hidden fees** - Unlike others, Espy Services does not charge additional costs for wireless billing audits.
- c) **Entirely contingency based** - 50% on all refunds/credits recovered due to past overcharges.
- d) **Better than its competitors** - 50% on all reduced costs for the **12 months** following error corrections. Espy's competition asks for 24 months or more.
- e) **Early Pay Discount** - Espy Services offers an additional discount on all reduced cost fees if the total amount of finding is paid on one invoice as opposed to monthly invoices



## Requirements to Begin..... As Easy as 1, 2, 3



1. **Signed Espy Service Agreement, Letter of Agency, Your Letterhead.** *(the letterhead is for the LOA when presented to the vendor)*
2. **Front page of recent telecom billings for accounts to be audited (only one page per acct).**
3. **Summary page of any wireless billings to be audited.**

We hope that you can see that Espy has created a risk free proposal to guarantee that your telecommunication costs are accurate as well as ensuring that all available discounts are used to offset your telecom costs. If you have any other questions or concerns please contact me at (800) 991-8832.

**Terri Shoufler  
(800) 991-8832**

[www.EspyServices.com](http://www.EspyServices.com)



## CURRY AUTO CENTER

2906 Buick Cadillac Boulevard • Bloomington, Indiana 47401-5444 • Telephone (812) 339-2227 • Fax (812) 355-6569 • [www.curryautocenter.com](http://www.curryautocenter.com)

To: Robert Pettyjohn, Pat Yeskie and Espy Services team,

I would like to thank Espy Services in performing the review of our telecom costs. Espy followed through on what they said they would do and as a result Curry Auto Center has experienced substantial savings on our monthly telecom costs. Cost management and cost reduction is very important in maintaining profit margins. It is good anytime an organization can reduce costs while keeping the exact same service; and this is exactly what you and Espy Services brought to us at the Curry Auto Center.

We are very pleased that Espy Services followed through on all of your expectations. Pat and his auditing team did all of the work; the only work that we had to do was copy the front page of our bills and approve the findings that Pat and his team provided. Again it was a pleasure doing business with Espy Services. I am pleased to provide the recommendation that all businesses should agree to have Espy Services perform a telecommunications cost audit in order to have money returned from past overcharges as well as saving money on future monthly bills.

Sincerely,

Craig A Richards  
Vice President



# Kocolene Marketing, LLC

2060 1st Avenue, P.O. Box 448, Seymour, IN 47274 - 0448  
(812) 522-2224 FAX (812) 522-6264


Greetings,

It is my pleasure to recommend the services of Espy Services. My company is a multi-state marketer with over 72 years of business history. It is refreshing to have an organization promise to accomplish something and then do it. Espy promised to review all of our telephone invoices to determine if we were on the best rates, to determine if there had been any billing errors and see if any credits were due our organization. Espy also promised to accomplish this activity in an efficient time frame and only be compensated if they were able to save us money or collect refunds for us.

The professionals at Espy were able to identify errors in billings and get us credit for a contract that was never implemented which should have saved us thousands of dollars. In addition, Espy also identified several rate changes that will save us significant dollars in the near future.

I have found Espy to be an effective group in being an advocate of their client. As such, I recommend their services to any organization without reservation.

Sincerely,

  
Gary F. Myers  
President & CEO



Sternberg Chrysler Center  
1781 Hwy. 231 S.  
Jasper, IN 47546  
(812) 482-5125  
(800) 264-9002  
Fax (812) 482-6227

# Sternberg, Inc.

Sternberg 24 'N More  
1781 Hwy. 231 S.  
Jasper, IN 47546  
(812) 481-1036  
Fax (812) 482-1627

Sternberg International  
1781 Hwy. 231 S.  
Jasper, IN 47546  
(812) 482-5753  
(800) 482-9006  
Fax (812) 482-9053

Sternberg International  
Sternberg Idealease  
8950 N. Kentucky Avenue  
Evansville, IN 47725  
(812) 867-0077  
(800) 264-9004  
Fax (812) 867-7423

Sternberg International  
101 W. Dillman Rd.  
Bloomington, IN 47402  
(812) 824-6669  
(888) 469-6669  
Fax (812) 824-1193

Sternberg Collision Center  
1202 Third Avenue  
Jasper, IN 47546  
(812) 482-1663  
(877) 482-1663  
Fax (812) 482-5198

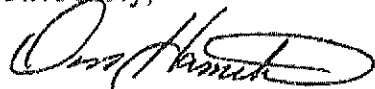
February 17, 2012

Annette,

I still remember you coming into Sternberg Automotive Group and speaking with me on doing a telecommunication audit and explaining to me how you could save our company money with out costing us anything but a very small amount of time, I thought it was to good to be true, I was very skeptical, but as It turns out Espy Services had the knowledge to actually go deeper and find money that we would never have been able to find ourselves. Espy has knowledge and expertise that an independent auditing company should have, and they put it to good use for us. We are very thankful to have worked with Espy as they recovered and saved us thousands of dollars. This was money that would have been lost forever without the help of Espy Services.

We would recommend that all businesses, small and large, take advantage of what Espy has to offer. It is risk-free and they practically do all the work. They are also completely transparent as they kept us apprised of all findings throughout the process. At first it seems too good to be true, but in reality it is too good to pass up.

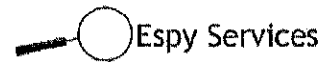
Sincerely,



Don Hamilton  
IT Manager



**Boone County, Indiana**  
Client



**212 Courthouse Square**  
Address

www.espy-services.com

**Lebanon, IN 46052**  
City State Zip

\_\_\_\_\_  
Contact, Title, Phone Number

**Service Agreement**

- 1.) The above named Client and Espy Services, Inc. (hereinafter Espy) are entering into this agreement as of the date written below with respect to the correction, reduction and negotiation of all Client telecommunications cost. Espy does not receive compensation from any telecommunications providers.
- 2.) Findings are defined as errors, overcharge or savings opportunities which would result in a financial gain to Client if implemented.
- 3.) Espy agrees to audit all Client telecommunications accounts for the purpose of finding errors and overcharges that now exist or may have existed on past invoices. Espy will negotiate with the vendors to have all errors and overcharges removed and obtain credits for past errors and overcharges. Client agrees to pay Espy 50% of all credits and overcharges obtained.
- 4.) If there are reductions in the Client's billings, by correction of errors, rate change advisements, service changes, and contract negotiations by Espy or Client, or any combination thereof, that shall manifest in future savings, Client agrees to pay Espy 50% of the monthly savings for a 12 month period. (tariff mandated rate changes and cost reductions due to employee downsizing are excluded from these fees). Actual savings will be calculated and based on the rates and fees the Client is actually paying as of the date of this agreement. Payments will be calculated monthly beginning the date the savings first appear on the Client's bill and shall continue for 12 consecutive months.
- 5.) Payment to Espy will be due within 30 days of the date of credit, savings or refund is reflected on Client's bill. Interest shall accrue on each late payment at the rate of 1.5% each month until paid in full.
- 6.) Client agrees to give its full cooperation to Espy in providing information deemed necessary for analyzing, negotiating and implementing in a timely manner. Espy will perform all work necessary, including the implementation of findings to enable Client to verify all savings and credits on its bills. Espy will begin implementation of all findings after 14 days from the time that the Client has received them.
- 7.) Client shall not use directly or indirectly, or authorize the use by a third party, throughout the 12 month period referred to in section 4 above and for 12 months following this agreement, any information obtained by Espy to acquire credits, refunds or future savings unless Espy has first been paid its fee. Furthermore, Client agrees that it will not, during the term of this agreement or until Espy has been paid in full for its services, negotiate with any telecommunications provider as this will result in a duplication of efforts.
- 8.) The term of this agreement shall be 12 months from the date of acceptance. Client acknowledges that Espy will perform its work at 1029 13<sup>th</sup> Street, Bedford IN 47421. Both parties understand that in the event of a dispute the complaining party shall choose the venue for all legal remedies.
- 9.) The undersigned represents and warrants that he/she is authorized and empowered to sign this agreement for and on behalf of the Client.

\_\_\_\_\_  
Client Authorized Representative

\_\_\_\_\_  
Espy Services Authorized Representative

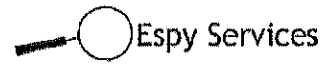
\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Letter of Agency



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**To**

**Date**

We have contracted Espy Services, Inc. for the sole purpose of correcting, reducing and negotiating our telecommunications costs. Upon their request, please provide directly to Espy Services at the email address or physical address specified at the bottom of this page, a copy of our service and equipment records, traffic studies, billing records, term agreements, online billing / service records, and/or any information or materials they require concerning our telecommunications service for the following account numbers:

**Please deal directly with Espy Services on all matters pertaining to said telecommunications service.**

This Letter of Agency rescinds any other Letter of Agency here to executed by us and will remain in effect until otherwise notified in writing by this office. Your cooperation in assisting Espy Services is greatly appreciated.

Sincerely,

---

Client Signature

---

Printed Name

---

Title

**Espy Services, Inc.  
Attn: Sheila Cook  
1029 13<sup>th</sup> Street  
Bedford, IN 47421**

**Email: [scook@espy-services.com](mailto:scook@espy-services.com) / Phone: 812-275- 4665**

## MONTHLY REPORT

Michael Miller

Boone County Facilities Manager

August 29, 2013

### COURTHOUSE

1. Basement IT room – have had a primary air conditioning unit installed, should complete this week.
2. A 3<sup>rd</sup> floor women's room stool was found leaking into the office below, we will be replacing with an updated fixture.
3. Working on wall repair and painting in several areas

### ANNEX

1. Completed some wall repair and painting in the health dept.
2. Will be scheduling to replace the back flow preventer on the incoming water line to the building.

### 220 W. WASHINGTON

1. Entrance to west parking lot being installed, along with side walk replacement, should complete this week.
2. The compressor failed on one of the basement cooling split systems, we are replacing the older system with an updated, higher efficiency unit. Should complete this week .
3. Painted exterior wall areas by basement ramp

## JAIL

1. Flood Repairs/Replacements
  - a. Basement floor tile replacement underway, should be completing this week.
  - b. Weight room matts have been replaced
  - c. Defensive tactic mat has been replaced
  - d. Cabinets in evidence room – replacements are being installed, in house.
2. Had quarterly preventive maintenance performed on all HVAC air handlers and split systems. Received estimated repair cost, and quote for future contract PM and repair.
3. A smoke detector that false alarmed in the basement IT server room was replaced.
4. The kitchen dish machine booster heater was repaired
5. A kitchen replacement garbage disposal was ordered.
6. Had a 20 gal. water heater in a cell block replaced
7. Ran a 110v electrical outlet, and a computer cable for a UPS monitoring system .



## Commissioner's Report – September 2, 2013

### *Help Desk Call Summary for August*

# of calls closed for the month: **August – 182**, July – 226, June – 213 (YTD Avg / Month – 218 )

# of calls NOT closed within 12 hours - 3

# of calls currently open: 9 open calls, 5 are projects or new tasks

#### Email Filtering / SPAM

- Inbound counts **Total Emails – 60,466 / SPAM – 6,047**
- Viruses stopped before reaching Boone – 154

#### Major Issues / Outages / After-hours calls

- 8/20/13 @ 0644 - Phone system down for battery / UPS replacement – Back up by 0745

#### Completed Projects

- **Elks Building network**
  - Wireless network added to building
- **Upgraded Sheriff Servers**
  - Added CPU and memory to servers to prepare for Interact upgrade

#### New / Ongoing projects

- **Sheriff Dept. network upgrade**
  - Switches being configured
  - New switches being ordered
  - Will allow 10GB backbone in Jail and between Courthouse and Jail
  - All ports for workstations and servers will be capable of 1GB connections (mixed 100MB and 1GB now)
- **Upgrade Sheriff Active Directory domain to 2008 server**
  - Upgrading existing domain controllers to handle 2008 A/D
  - Removing existing Windows 2000 servers



**Boone County Health Department**

116 W Washington St Lebanon IN 46052  
www.boonecounty.in.gov/health

Environmental Health  
765-483-4458  
765-483-5243 Fax



Nursing & Vital Records  
765-482-3942  
765-483-4450 Fax

**Public Health**  
Prevent. Promote. Protect.

**Report to County Commissioners  
September 3, 2013 Meeting**

**Flu Campaign:** We will provide an opportunity for county employees to visit our office for flu shots again this year. We will bill Medicare, Medicaid and also commercial insurances for the first time including Anthem, SIHO, Aetna, and United Health Care etc...

**West Nile Virus:** Positive mosquito pool was identified in Boone County. This is expected for this time of the year. A press release has been issued with prevention measures for human exposure emphasized.

**Stop Smoking Classes:** Free classes are scheduled on Thursdays 6-7:30pm from Oct. 3<sup>rd</sup> thru Nov. 7<sup>th</sup>. Nicotine patches are available to class participants courtesy of Boone County Cancer Society. To register call: 482.3942 option 6.

**Nursing & Vital Records Activity Report for the month of JULY:**

New Births – 42

Certificates Issued: 95

New Deaths – 21

Certificates Issued: 214

112 Immunizations Administered

36 tests performed thru STD Clinic

26 TB Skin Tests performed

24 Communicable Disease Reports filed to Indiana State Dept of Health

Respectfully Submitted,

  
Cindy A. Murphy, R.N.

8.29.13  
Date